

NORTH DAKOTA STANDARD OPERATION GUIDELINES FOR PUBLIC SAFETY ANSWERING POINTS

**– Developed by –
The North Dakota 911 Association
Standard Operations Guidelines Committee**

These policies and documents are supported by the ND 911 Association. They are statutory in nature or agreed upon best practices which do not constitute legal advice or professional opinion on specific agency internal policies. Information provided in this document will be maintained by the ND 911 Association subcommittee on standard operation guidelines. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

TABLE OF CONTENTS

0.0 Introduction	Page 3
1.0 Hiring	
1.1 Background Checks	Page 4
1.2 Hearing Testing	Page 5
1.3 Drug and Alcohol Testing	Page 7
2.0 9-1-1 Phone Standards	
2.1 9-1-1 Hang up Calls	Page 8
2.2 Transfer 9-1-1 Calls	Page 9
2.3 Abandonment/Alternate Routing	Page 10
2.4 Text to 9-1-1 for PSAP'S with or without Message Receiving Capabilities	Page 13
3.0 Radio Standards	Page 18
4.0 Public Safety Answering Point's in North Dakota	
4.1 PSAP 24 hour contact Numbers	Page 19
4.2 Backup PSAP Agreement	Page 20
5.0 Telecommunicator Training Guidelines	Page 24
6.0 Operating Protocols	
6.1 Open and Public Records Retention	Page 25
6.2 NCIC Terminal Security	Page 27
6.3 Signal 100	Page 28
6.4 IPAWS	Page 30
6.5 Amber Alert	Page 31
6.6 Blue Alert	Page 32
6.7 Silver Alert	Page 33
6.8 GIS/Addressing Standards	Page 34
6.9 ND Century Code Requirements	Page 35
7.0 Definitions	Page 36

Directive Type: 0.0	Effective Date August 27, 2018	Directive Number 0.0
Subject Introduction		Authored by: Jerry Bergquist, Stutsman County

I. Intent of this Document

The North Dakota Standard Operation Guidelines for Public Safety Answering Points (PSAP's) was created to help assist North Dakota PSAP's establish similar policies and/or protocols for all 9-1-1 communication centers statewide. The information provided in this document was produced by the ND 9-1-1 Association's Standard Operations Guidelines Committee and is either based on statutory requirements and/or was considered best practice for PSAP operations.

The information found in this document is a continuous work in progress. The document has been created based on the ideas and suggestions made by members of the ND 9-1-1 Association. The narratives for each section are many times dependent on existing technologies, current state law, and the changing operational requirements for PSAP's both state and nation-wide.

II. Document Maintenance

This document will be maintained by the ND 9-1-1 Association's Standard Operations Guidelines Committee as a 'go to' document for ND PSAP's seeking a uniform way to establish certain procedures and/or protocols. Contents of the document will be reviewed on an annual basis by the Committee and revised as appropriate. Sections may be added, revised or deleted as needs change.

If a document change requires a change in PSAP operation, proposed revisions will be brought to a ND 9-1-1 Association meeting for review and approval. If a document change is minimal and more cosmetic in nature, the change may be made directly by the Committee. All document changes will be distributed to ND PSAP's via email.

III. Procedure for Making Document Changes

From time to time, users of this document will discover that certain subject materials will need to be added to, revised or deleted. It may also be determined that an entirely new subject be added to the document. When that occurs, the document user should identify the change that needs to be made or considered and send the request to the Secretary of the ND 9-1-1 Association who will forward it to the Committee.

Directive Type: 1.0 Hiring	Effective Date June 1, 2018	Directive Number 1.1
Subject Background Checks		Authored by: Byron Sieber, Retired RRRDC

I. Policy Purpose

The purpose of this policy is to establish guidelines and responsibilities in conducting background checks on all public safety Telecommunicator's in the State of North Dakota in order to provide continued compliance with [North Dakota Century Code 57-40.6-10 letter t](#).

II. Policy Statement

It shall be the policy of all North Dakota PSAPs to ensure that an initial background check be conducted within 30 days of employment. It is recommended that re-occurring checks shall be conducted no less than every 5 years from initial hire date.

(Ref.<http://10.166.64.90/cjismanuals>, page 59-60)

PSAPs may include additional background check information into, but not limited to, the screening for illegal substance use.

Each agency should have an internal policy in place that requires employees to notify their employer of any criminal arrest.

III. Procedures

The PSAP Director or Agency Head may delegate the background check to another law enforcement agency or supervisor within their own agency. A NCIC Triple I check, fingerprints, and warrant check shall be run.

- Determine if the Telecommunicator has any felony convictions.
- If felony convictions are present and prevent a Telecommunicator from holding required NCIC certifications, proper procedures should be followed to terminate the Telecommunicator.
- For new and departing employees notify North Dakota State NCIC Controller.
- The findings of all background checks shall be kept in the Telecommunicator's personnel file.

Directive Type 1.0 Hiring	Effective Date June 1, 2018	Directive Number 1.2
Subject Hearing Test		Authored by: Jerry Bergquist, Dorinda Andres: Stutsman County, Jill Breuer, Richland County

I. Policy Purpose

The purpose of this policy is to establish guidelines and responsibilities for minimum hearing standards for public safety Telecommunicator's in the State of North Dakota in order to provide continued compliance with [North Dakota Century Code 57-40.6](#).

II. Policy Statement

The public safety Telecommunicator position requires the acquisition of auditory information from citizens and other public safety entities requesting public safety services or assistance as well as to provide telephone and public safety radio support.

It is essential to the life and safety of the community and Public Safety Responders for Public Safety Telecommunicator's to pass a standard hearing test.

It shall be the policy of all North Dakota PSAPs to conduct pre-employment Audiometric testing on Candidates for employment. (Job descriptions should list minimum qualifications set for by the agency.) This evaluation shall only be conducted in order to determine a candidate's fitness to perform essential job tasks.

The evaluation shall be conducted by a trained technician and/or licensed or certified audiologist or medical doctor at no cost to the candidate for employment.

PSAPs may implement additional policy to conduct continued audiometric testing of employees in order to determine continued fitness to perform job tasks. These policies and procedures shall ensure that employees undergo audiometric testing, at least, on an as needed basis.

An example of hearing standards can be found by going to [NENA](#).

Public entities are required to make reasonable modifications to policies, practices, procedures, and equipment where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided. Examples of reasonable accommodations include:

- Headsets with built in amplification

III. Procedures

PSAP Directors shall:

Arrange and pay for Audiometric testing.

Directive Type 1.0 Hiring	Effective Date June 1, 2018	Directive Number 1.3
Subject Drug and Alcohol Testing		Authored by: Mary Phillippi, RRRDC; Jill Breuer, Richland County; Jerry Bergquist, Stutsman County

I. Policy Purpose

The purpose of this policy is to establish guidelines and responsibilities for pre-employment drug testing for Public Safety Answering Points (PSAPS) in the State of North Dakota. In order to provide continued compliance with [North Dakota Century Code 57-40.6](#)

II. Policy Statement

It shall be the policy of all North Dakota PSAPS to ensure that drug testing be done on all prospective candidates to screen for illegal drug use.

III. Procedures

- PSAP Directors/Supervisors should arrange and pay for pre-employment drug screening.
- If prospective candidate fails drug screening, offer of employment will be withdrawn.

IV. Medical Considerations

Employees with a medically diagnosed condition(s) by a licensed physician may receive a waiver to the above policy. If an employee is deemed capable to work within a PSAP environment as prescribed by their private licensed physician, under such medication(s), the employee may still be required to have a licensed physician representing the PSAP sign off that they have the ability to perform all essential job functions and shall not display any impairment(s).

Directive Type 2.0 9-1-1 Phone Standards	Effective Date June 1, 2018	Directive Number 2.1
Subject 9-1-1 Hang up Calls		Authored by: Jill Breuer, Richland County; modified from the National Emergency Number Association Standards

I. Policy Purpose

The purpose of this policy is to establish a uniform method of handling 9-1-1 Hang-up Calls and Open Lines.

II. Policy Statement

It shall be the policy of all ND PSAP'S to process all 9-1-1 hang-up calls and open lines using the following guidelines.

III. Procedures

- 9-1-1 Land Line calls that are a hang up, open line, silent, or child playing with the phone dispatchers will attempt to call back and dispatch appropriate agency if required.
- When receiving a 9-1-1 wireless hang up or silent call an attempt to call back the number will be made. If wireless phone is busy or there is no answer one additional attempt to contact the caller will be made. If contact is made with wireless caller, the communication personnel will ask the caller "Do you feel safe?" or other set PSAP Standard.
- A 9-1-1 call maybe disregarded if the following situations occur:
 - Misdial: Caller remains on line and admits to misdial.
 - Unintentional 9-1-1/Hang up call: This is a when the 9-1-1 personnel can hear conversation or radio, etc. in the background and listened sufficiently and checked TDD/TTY to determine that there is no indication of an emergency situation.
 - Child playing with phone or prank. Unless problem persists then officer will be dispatched to location, if location can be determined.

Directive Type 2.0 9-1-1 Phone Standards	Effective Date June 1, 2018	Directive Number 2.2
Subject Transfer 9-1-1 Calls		Authored by: ND State Radio

I. Policy Purpose

The purpose of this policy is to establish guidelines and responsibilities of emergency calls received, even if a transfer of the call is made to a second public safety answering point [North Dakota Century Code 57-40.6-10](#) letter P.

II. Policy Statement

The public safety answering point that initially receives an emergency call will be responsible for obtaining (at minimum) the location, type of emergency and call back information on all calls, to include calls received from outside their jurisdiction.

III. Procedures

If you must initiate the transfer of a 9-1-1 call to another PSAP, follow these procedures:

- Advise the caller that you are transferring the call to the _____ Agency, standby while I get _____ on the line with us.
- Identify your agency to the secondary agency you are transferring the call to.
- Provide the agency with the initial information regarding the emergency call (location, type of emergency and call back information).
- Connect the caller with the secondary agency and allow them to question the caller direct (unless circumstances dictate otherwise).
- Remain responsible for all emergency calls received, even if a transfer or the call is made to a second public safety answering point. The initial public safety answering point may not disconnect from the three-way call unless mutually agreed by the two public safety telecommunicators. Upon this agreement, the secondary public safety answering point becomes responsible for the call.

Directive Type 2.0 9-1-1 Phone Standards	Effective Date June 1, 2018	Directive Number 2.3
Subject Abandonment /Alternate Routing		Authored by: Jason Horning, NDACo

Current PSAP Re-Routing Options (CenturyLink/West)

Automatic Alternate Route

(overflow, all workstations busy, any reason normal routing is not occurring)

- Can be differentiated by Wireless and Wireline/VoIP Class of Service (COS).
- **Alternate Route** is the same as when you had Legacy 9-1-1 Condition 1. Traditionally, most PSAPs have this set up as their 10 digit ADMIN Line.
- The **Alternate Route** does not display in the IEN Voice Metric report entitled “PSAP Provisioning”. Only the Abandonment Routes are listed in the PSAP Provisioning metric.
- This occurs within West’s application level based on interactions with the PSAP equipment. If a PSAP is using CAMA; then when all PTMs (PSAP Trunking Manager) on both PGMs are unavailable for the particular COS, the Alternate Route will invoke. If a PSAP is SIP/RFAI converted, when PSAP trunk capacity is met, the Alternate Route will invoke.

Primary Abandonment Route

(Pre-provisioned route(s) which can be used to route 9-1-1 calls after West NOC or Tier 3 are engaged)

- The **Primary Abandonment Route** is utilized when the West NOC is called by CTL 9-1-1 Center (1-800-357-0911) on behalf of the PSAP and is simply told to invoke Abandonment Routing for the PSAP. The NOC is not given any direction on which **Abandonment Route** to utilize, thus they invoke the 1st Primary Abandonment Route. This would be for All Calls no matter the COS.
- An activated **PAD** will automatically send calls to the **Primary Abandonment Route**.

Additional Abandonment Routes

(Pre-provisioned routes that are available when PSAP status needs to be changed to abandoned)

- If the PSAP wants their 9-1-1 calls to route somewhere else besides the **Primary Abandonment Route**, the CTL 9-1-1 Center on behalf of the PSAP would call the West NOC (1-800-357-0911) and request one of the pre-programmed **Additional Abandonment Routes** be activated from the PSAPs pre-provisioned list.
- Items to keep in mind when utilizing Additional Abandonment Routes option:

- When an **Additional Abandonment Route** is utilized during PSAP abandonment, it will become the **Primary Abandonment Route** and the route that was the **Primary Abandonment Route** immediately becomes another **Additional Abandonment Route**.
- All **Abandonment Route** changes made during a PSAP abandonment remain in the places assigned during the abandonment, even after the abandonment ends.
- After the end of an abandonment where an **Additional Abandonment Route** is used, if the PSAP desires to return their pre-abandonment **Primary Abandonment Route** to the position as the **Primary Abandonment Route**, CTL on behalf of the PSAP must specifically inform the West NOC to put the desired route back in the **Primary Abandonment Route** position (“1st place”).

In Summary

- **Alternate Route** is unchanged from Legacy 9-1-1 Condition 1 routing.
- When the PSAP wants/needs their 9-1-1 calls to route to another PSAP, a call is made to the West NOC to invoke **Abandonment Route**.
- If no direction is given to the West NOC on which Abandonment Route to utilize, West NOC will automatically utilize the **Primary Abandonment Route**.
- If the PSAP requests to abandon to an **Additional Abandonment Route** rather than the **Primary Abandonment Route**, CTL 9-1-1 Center on behalf of the PSAP would notify the West NOC of which pre-programmed **Additional Abandonment Route** to utilize.
- If the PSAP requests to abandon to an **Additional Abandonment Route** and the PSAP wants the **Primary Abandonment Route** from before the abandonment restored, West NOC needs to be notified upon conclusion of the incident to put the **Abandonment Route** list back to the original order. Otherwise, the last utilized **Abandonment Route** remains the **Primary Abandonment Route**.

Each PSAP is allotted 10 lines which they may have pre-programmed for **Abandonment Routes** in the West system.

- **Primary Abandonment Route** (position 1) – Used if no specific direction is given to the NOC, and is also the **Abandonment Route** the **PAD** is programmed to.
- **Fast Busy** (often position 2) – (beeping dial tone sent to 911 caller instead of connecting to dispatcher) – Used if **Primary Abandonment Route** doesn’t work or if the PSAP which is listed as the **Primary Abandonment Route** is affected by the incident also.
- **Additional Abandonment Route** (3-10) – Eight (8) additional pre-programmed **Abandonment Routes** readily available for abandonment without Tier 3 support.

The PSAP may have two **Primary Abandonment Routes** listed, if so, their list would look like:

- **Primary Abandonment Route** (position 1)
- **Primary Abandonment Route** (2)
- **Fast Busy** (3)
- **Additional Abandonment Routes** (4-10) – Seven (7) additional pre-programmed **Abandonment Routes**

Fast Busy is only utilized if the West NOC is not notified which other **Abandonment Route** to utilize if the **Primary Abandonment Route** doesn't work, can't be used, or if there are not any other **Abandonment Routes** pre-programmed.

Directive Type 2.0 9-1-1 Phone Standards	Effective Date June 1, 2018	Directive Number 2.4
Subject Text to 9-1-1 for PSAP'S with or without Message Receiving Capabilities		Authored by: Jerry Bergquist, Stutsman CO.; Jill Breuer, Richland CO.; Jason Horning, NDACo, Mary Phillipi, RRRDC; Becky Ault, Grand Forks CO. 911

I. PURPOSE

The purpose of this policy is to establish guidelines and responsibilities pertaining to Text to 9-1-1 services for North Dakota Public Safety Answering Points (PSAP's) with message receiving capabilities. It has been developed to standardize the method of receiving and processing Short Message Service (SMS) Text to 9-1-1 calls. Text to 9-1-1 messaging provides a means of communication between the caller and the receiving PSAP when it is not feasible for callers to make a traditional voice call. Callers may find themselves in a situation where they are only able to text and hearing and/or speech impaired individuals may opt to utilize Text to 9-1-1 services. This technology is new and modifications to this policy will occur as technology advances.

II. POLICY

It shall be the policy of all North Dakota PSAP's with Text to 9-1-1 message receiving capabilities to establish operational procedures for answering and processing all calls received via Text to 9-1-1 messaging. Dispatchers are to provide the same level of service via SMS messaging as currently required on voice calls. All protocol adherence including answering the incoming call, questioning, emergency dispatch, customer service, post-dispatch instructions and scene safety processes will be performed during SMS messaging. However due to the obvious limitations of Text to 9-1-1 and for timely processing there are some instances where messaging will be limited and the dispatcher may abbreviate and/or shorten some information without jeopardizing the safety of the callers, victim(s) and responder(s).

III. TEXT TO 9-1-1 CALL PROCESSING

- A. Calls received via text messaging will come into the PSAP through the 9-1-1 telephone answering system.
- B. The text message screen will show the latitude and longitude of the cell sector centroid, not the location of the caller. The dispatcher can rebid to determine an updated location if the caller indicates they are traveling.
- C. Pre-set messages may be available. The dispatcher may choose to use them as appropriate. The dispatcher may also choose to manually type to the caller. The use

of pre-set messages is recommended, but optional.

- D. Due to the nature of SMS messaging, messages shall be limited to approximately 160 characters, before sending the message.
- E. Dispatchers will answer any text messages with phrasing that includes “9-1-1” as they would with all other 9-1-1 calls such as “9-1-1 what is the address of your emergency”? or “9-1-1 what is your emergency”? If the caller is unable to provide an address of the emergency, the dispatcher may use other methods in an attempt to locate the caller such as rebidding the location, or contacting the cell carrier to attempt to pinpoint the location (ping). This (ping) will only be done if it can be verified that there is truly an emergency. The dispatcher may also ask the caller if they are able to safely call 9-1-1 to establish a voice conversation rather than text.
- F. If a SMS message is received and there is no communication thereafter, or if the message is unreadable etc.... an attempt will be made to contact the caller via text. If there is still no answer, a callback will be made in the same manner as a voice 9-1-1 hang up, to ascertain if assistance is needed. If the initial message indicated an emergency, the Dispatcher will use other methods in an attempt to locate the caller. This includes, but is not limited to: rebidding the location, contacting the carrier to ping the phone or to ask for subscriber information.
- G. Dispatchers should avoid the use of “texting” lingo, shortcuts and/or acronyms. Some of these are not universally understood and/or have multiple meanings. All correspondence from the dispatcher should be in plain language. The caller should be encouraged not to use the “texting” lingo, shortcuts and/or acronyms to help eliminate any confusion on the part of both parties. However, callers are not required to oblige. In the event it becomes difficult to understand a caller’s need due to the use of these shortcuts, the dispatcher will ask the caller to explain the shortcut. If dispatchers use free form typing, they should be aware that typing in all capital letters is considered “yelling” in text message.
- H. Addresses will need to be verified on all Text to 9-1-1 calls. To verify an address, dispatchers should ask/text one of the following questions to verify the location of the emergency. “Verifying you are at 123 Main St, City, State” OR “Confirming the address is “123 Main St in City, State”. A mistyped or auto corrected street name by the caller may provide the dispatcher with a wrong address, so every address should be verified in this type of manner. It is important that the city and state be verified in each Text to 9-1-1 call.
- I. When a Call for Service is deemed necessary for dispatch and pertinent information is received, a Call for Service will be initiated. Once a call is deemed ready for dispatch, the call is to be processed and dispatched according to the procedure for the specific event. Dispatchers will attempt to gather all necessary information needed to properly process the call, dispatch appropriate responders, and follow

through with any other necessary instructions or information.

- J. All other pertinent information will be asked for by the dispatcher to help ensure bystander and responder safety. All pertinent information will be added to the Call for Service and relayed to the responding unit(s) as appropriate. The dispatcher will note that the call was received via text message when creating the Call for Service. When the call is dispatched, the responders will be advised that the call is being received via text message.
- K. Depending on the circumstances, it is important to confirm that the caller can be reached at the same number the text is originating from.
- L. The dispatcher will inform the caller that the responders will be dispatched for the requested assistance. Ex: "An ambulance is dispatched to 123 Main St in AnyTown. Text/call back if anything changes or you have further information." A text messaging session will not be ended until responders have made contact with the caller/victim. This will leave the texting session open in case a "text-back" is needed for further information. Once the dispatcher is sure the responder is in contact with the proper parties they can then end the text session.
- M. A text session does not end until the dispatcher terminates the session. This allows the dispatcher to remain in texting contact with the caller. Once the call is released, the dispatcher will not be able to originate a text message to the caller. The only way to establish contact at that point is to make a voice call to the caller's phone number. Under no circumstances should the dispatcher text the caller from their personal cell phone.
- N. Dispatchers are authorized to make a voice call to the caller when additional information is needed or if responders are having difficulty finding the location. A caller should not be called back in cases where their safety, or the safety of another, is in question. If an officer is requesting that a callback be made in this situation, the dispatcher will advise the officer of the safety concern. If the officer still requests a callback at that point, the callback request will be honored.

IV. TRANSFERRING TEXT TO 9-1-1 CALLS TO OTHER PSAP'S WITH MESSAGE RECEIVING CAPABILITIES

- A. If a Text to 9-1-1 message is received by a PSAP and it's determined that the emergency is occurring in another jurisdiction that has its own PSAP, the dispatcher will determine if the PSAP is capable of receiving Text to 9-1-1 call transfers.
- B. A list of 24/7 ND PSAP's with Text to 9-1-1 message receiving capabilities, equipment brand, and 24/7 telephone contact numbers will be maintained and located in the ND Standard Operation Guidelines for PSAP's document.
- C. If it's determined that a message transfer can be accomplished, the dispatcher will

obtain all pertinent information including verification of address and phone number in case contact is lost with the caller during the transfer. The dispatcher will then transfer the message to the appropriate PSAP.

- D. The dispatcher will verify with the PSAP that the Text to 9-1-1 call was transferred to, that the message was actually received.
- E. A Call for Service will be created for documentation purposes and closed out after ending contact with the notified PSAP. The Calls for Service will document that the Text to 9-1-1 call was received and transferred to the appropriate PSAP.

V. RECEIVING TEXT TO 9-1-1 CALLS FOR INCIDENTS OCCURRING IN OTHER JURISDICTIONS THAT HAVE PSAP'S WITHOUT TEXTING CAPABILITIES.

Red River Regional Dispatch and the Grand Forks 9-1-1 Center are the designated PSAP's to receive Text to 9-1-1 messages for North Dakota PSAP's that are not yet capable to receive Text to 9-1-1 messaging. However, it may also be possible for other Text to 9-1-1 capable PSAP's to receive messaging for incidents occurring in other jurisdictions.

- A. If a Text to 9-1-1 message is received by a PSAP and it's determined that the emergency is occurring in another jurisdiction, all pertinent information will be gathered and relayed by phone to the PSAP (without texting capabilities) responsible for that jurisdiction. If reasonable, the Dispatcher will attempt to have the caller conduct a voice call to the appropriate PSAP.
- B. The notified PSAP will be responsible to dispatch the appropriate response agencies for that jurisdiction. The original PSAP that received the text message must keep the message session open until the notified PSAP no longer requires any additional information.
- C. Text messages are expected to be processed using the same standards for processing emergency and non-emergency voice Calls for Service. The standard questioning of dispatch (Where, What, When, Who, Why) will still be applicable. It will be imperative to obtain the location of the emergency followed by the type of emergency.
- D. A Call for Service will be created for documentation purposes and closed out after ending contact with the notified PSAP. The Calls for Service will document that the call was received via 9-1-1 text messaging and that the appropriate PSAP was notified.
- E. A list of phone numbers to contact each ND PSAP 24/7 will be maintained and located in the ND Standard Operation Guidelines for PSAP's document.

- F. All Text to 9-1-1 records will be considered the property of the agency/agencies that respond to the Call for Service. And as such, the message receiving PSAP merely serves as a storage facility of the text message for the agency/agencies. The message receiving PSAP will provide records of the SMS message to the responding agency/agencies upon their request. Requests for the content of the SMS messages from other than the responding agency/agencies will be referred to the notified PSAP who will contact the appropriate agency/agencies regarding the request. If subpoenaed for a Text to 9-1-1 record, the message receiving PSAP will confer with the agency/agencies involved and/or the receiving PSAP's attorney before releasing any specific information.

VI. TEXT TO 9-1-1 COMMUNICATION BARRIERS

- A. If a Text to 9-1-1 message is received, but cannot be understood either because of texting lingo issue or because another language is being used, the dispatcher will send a text to the caller asking "Can you use plain English?"
- B. If it is determined that the communication barrier is due to an unfamiliar language, the dispatcher will place a voice call to the caller and connect to the PSAP's language translation services.

Directive Type 3.0 Radio Standards	Effective Date	Directive Number
Subject Radio Standards		Authored by:

SIRN 20/20 when done

Subject

PSAP 24 HOUR CONTACT NUMBERS



TEXT TO 9-1-1 CAPABLE	PSAP LOCATION	COUNTIES/JURISDICTIONS SERVED	NON-EMERGENCY PHONE #
X	Fargo	Cass and Clay, MN	701-451-7660
X	Bismarck	Burleigh and City of Bismarck and Mandan (Cen Comm)	701-223-9111
X	Grand Forks	Grand Forks	701-746-2542
	State Radio	Adams, Billings, Bowman, Burke, Dickey, Divide, Dunn, Emmons, Foster, Golden Valley, Grant, Griggs, Hettinger, Kidder, LaMoure, Logan, McHenry, McIntosh, McKenzie, Morton, Ransom, Sargent, Sheridan, Slope and Wells	701-328-9921 or 1-800-472-2121
X	Minot	Ward	701-857-1500
	Devils Lake	Ramsey, Eddy, Towner, Benson and Nelson	701-662-5323
X	Dickinson	Stark	701-456-7762
X	Williston	Williams	701-577-1212
	Jamestown	Stutsman	701-252-1000
X	Bottineau	Bottineau and Renville	701-228-2740
X	Langdon	Cavalier	701-256-2555
X	Rolla	Rolette	701-477-5623
X	Rugby	Pierce	701-776-5245
	Wahpeton	Richland	701-642-7777
X	Grafton	Walsh	701-352-5000
	Valley City	Barnes	701-845-8181
	Stanton	Mercer and Oliver	701-745-3333
	Hillsboro	Traill and Steele	701-636-4510
	Washburn	McLean	701-462-8103
X	Stanley	Mountrail	701-628-2975
	Cavalier	Pembina	701-265-4122
	Mobridge, SD	Sioux	605-845-5000
X	New Town	Three Affiliated Tribes	701-627-3617

Directive Type 4.0 Public Safety Answering Points in ND	Effective Date June 1, 2018	Directive Number 4.2
Subject Backup PSAP Agreement		Authored By: Jerry Bergquist, Stutsman Co.

Backup Public Safety Answering Point (PSAP) Agreement

This agreement made between _____, hereinafter referred to as the “PSAP”, and _____, hereinafter referred to as the “Backup PSAP”, and collectively known as the “parties”.

WHEREAS, the Enhanced 9-1-1 telephone system installed at the PSAP provides one common number to call to receive public safety assistance and is intended to assure the caller that his/her request for assistance will be answered and that the appropriate emergency response agency(s) will be notified as a result of dialing 9-1-1; and

WHEREAS, [NDCC 57-40.6-10](#) requires that each PSAP in North Dakota have the capability to answer 9-1-1 calls from an independent location other than the PSAP; and

WHEREAS, the parties desire to formalize an arrangement whereby 9-1-1 calls directed to the PSAP can be directed to an independent location other than the PSAP; and

WHEREAS, it is understood that in the event that 9-1-1 calls are unable to be answered by the PSAP, those calls will be directed to and answered by the Backup PSAP:

NOW THEREFORE, the parties agree as follows:

ARTICLE I. General Purpose

It is the purpose of this Agreement to establish certain procedures for handling 9-1-1 calls between the PSAP and the Backup PSAP in the event that the PSAP is unable to answer its 9-1-1 calls.

ARTICLE II. Definitions

A. PSAP – Public Safety Answering Point as defined by [NDCC 57-40.6](#)

- B. Backup PSAP – Another PSAP at a separate and independent location equipped to answer 9-1-1 calls on a backup basis and transfer them in accordance with mutually agreed upon call handling procedures.
- C. ANI/ALI – Automatic Number Identification/Automatic Location Identification

ARTICLE III. Conditions

- A. The services provided as a result of this Agreement are considered services to the general public and this Agreement shall not be construed to create an employer-employee, principal-agent or co-partnership relationship between the parties.
- B. The cost of operating the PSAP and the Backup PSAP shall remain the responsibilities of the respective parties.
- C. This Agreement applies to Enhanced 9-1-1 telephone calls that are unable to be answered by the PSAP and therefore answered by the Backup PSAP.

ARTICLE IV. Procedures

- A. When 9-1-1 calls can no longer be answered by the PSAP, the PSAP will make every effort to notify the Backup PSAP that they will be receiving and answering 9-1-1 calls for the PSAP's jurisdiction.
- B. Circumstances may dictate that the PSAP may not be able to notify the Backup PSAP. If this occurs, 9-1-1 calls unable to be answered by the PSAP will be directed and answered by the Backup PSAP with no advanced notice.
- C. The Backup PSAP, upon reviewing the ANI/ALI information attached to the call, (location and/or listed emergency response agency(s)) will alert the dispatcher that the call originated from the PSAP's jurisdiction. If no advance notice has been received from the PSAP regarding 9-1-1 calls being redirected, the Backup PSAP shall attempt to transfer the call back to the PSAP.
- D. The Backup PSAP shall, while attempting to transfer the call back to the PSAP, stay on the line with the caller. Once answered by the PSAP, the Backup PSAP dispatcher can either remain connected (monitoring the call) or disconnect upon receiving permission from the PSAP dispatcher. ([NDCC 57-40.6-10 p](#))
- E. If the call transfer to the PSAP cannot be completed, the Backup PSAP dispatcher will take certain information to start processing the call including:
 - Type of incident/action request
 - Verify location information and where the emergency services are needed
 - Verify telephone callback number and ask name of caller

- Time of incident
- F. It may be the judgment of the Backup PSAP dispatcher that circumstances require immediate or direct contact with the PSAP or its emergency response agency(s) via public safety radio to relay a message. When possible the procedure described above in (E) shall be used to provide the essential information regarding the call.
- G. The PSAP will continually maintain and provide to the Backup PSAP a list of resources (i.e. primary contact telephone numbers, other information as agreed upon) to enable the Backup PSAP to contact emergency services if it becomes necessary to handle the entire dispatch procedure.
- H. If at a later date it becomes necessary to either utilize other communications equipment and/or to revise procedures to accomplish the purpose of this Agreement, the Agreement may be revised at any time in order to reflect the equipment obligations and/or revisions in procedures.
- I. The parties shall review this agreement annually.

ARTICLE V. Relationship between the parties

In consideration of the mutual services provided herein, both parties agree that nothing contained herein is intended to be or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting an agency relationship in any manner whatsoever. The individual parties are and shall remain independent entities with respect to all services performed under this Agreement. Each party represents that it has, or will secure at its expense, all personnel required in performing its service obligation under this Agreement and that the acts of its employees performing the service under this Agreement shall be the acts of employees of that entity alone. Each party agrees that in the performance of this mutual service, its employees shall not require nor be entitled to any compensation, rights or benefits of any kind whatsoever from the other entity to this Agreement, including, but not limited to, tenure rights, medical and hospital care, sick and vacation leave, disability, Worker's Compensation, Unemployment Compensation or severance pay.

This agreement will remain in effect until either party rescinds this relationship.

IN WITNESS WHEREOF:

PSAP

Backup PSAP

(Printed Authorized Signature)
Signature)

(Printed Authorized

(Title)

(Title)

(Authorized Signature)

(Authorized Signature)

(Date)

(Date)

Directive Type: 5.0 Telecommunicator Training Guidelines	Effective Date September 4, 2018	Directive Number 5.0
Subject Telecommunicator Training Guidelines		Authored By: A working group facilitated by the National 9-1-1 Program.

I. Policy Purpose

The purpose of this guideline is to meet the minimum qualifications and required certifications as established by the Emergency Services Communications Coordinating Committee, from here on out they will be known as ESCCC.

<https://www.legis.nd.gov/cencode/t57c40-6.pdf> letter t-3.

II. Policy Statement

On September 4, 2018 the ESCCC adopted the Minimum Training Guidelines for Telecommunicator developed by a working group that was facilitated by the National 9-1-1 program. These minimum training guidelines can be found at:

<https://www.apcointl.org/download/recommended-minimum-training-guidelines-for-the-9-1-1-telecommunicator-pdf/?wpdmdl=6363&ind=0>.

Directive Type 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.1
Subject Open and Public Records Retention		Authored By: Mike Dannefelzer, Central Dakota Communications Center (CenCom)

I. PURPOSE

The purpose of this standard is to ensure organizational compliance with the North Dakota Century Code (NDCC) relating to public records, while providing appropriate protections for certain information as allowed under law.

II. INTENT

Except as otherwise specifically provided by law, all records of a public safety answering point (PSAP) are public records, pursuant to [NDCC Section 44-04-18](#), which means they are open and accessible for inspection during regular office hours.

III. DISCUSSION

Personnel operating a PSAP, or communications center, have knowledge of information regarding persons, locations and activities that may be of interest to those who would use it for personal, financial or political gain. In some cases, this information could adversely affect an ongoing criminal investigation or prosecution of a crime.

Information relating to the PSAP or any of the responder agencies involvements shall be held in the strictest confidence. Discussing information outside of the workplace, criticizing agencies or the PSAP for how an incident was handled or talking about someone's criminal record may subject an employee and/or the PSAP to legal action. It is essential that PSAP personnel follow established agency policy and maintain workplace information with the strictest confidence.

These standards address the handling of public records. Authority to release public records of the PSAP shall be limited to the head of the agency, or designee as established by the individual organization. The PSAP shall have a policy declaring that an inappropriate release of information by an employee may result in discipline up to and including termination.

IV. STANDARDS

Various standards for Open Records, Records Retention, Audio recordings, and use/and disposal of Criminal Justice Information can be found at the following links. Agencies will set minimum standards from these documents.

- The standards for Open Records can be found by at [NDCC 44-04-18](#).
- The standards for Audio Recordings can be found at [NDCC 57-40.6-07.3](#)
- Criminal Justice Information Policies can be at the [CJIS Website](#).

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.2
Subject NCIC Terminal Security		Authored By: Jill Breuer; Richland County

I. Purpose

In this section you will find several policies that are required by CJIS (Criminal Justice Information System) to provide appropriate controls to protect the full lifecycle of the CJI (Criminal Justice Information). The CJIS Security Policy provides guidance for the creation, viewing, modifications, transmission, dissemination, storage, and destruction of CJI. These policies apply to every individual (contractor, private entity, non-criminal justice agency representative, or member of a criminal justice entity) with access to, or who operate in support of, criminal justice services and information.

II. Procedures

All required Policies, Procedures, and Agreements can be found at [CJIS](#) security manuals.

- Acceptable Use
- NCIC / CJIS Acceptable use Policy
- Security Addendum
- Management Control
- Criminal History Information Release
- NCIC Unique Identifier Policy
- NCIC Anti-Virus Guidelines
- NCIC Password Policy and Procedure
- Disposal of Media and Procedures
- Dial – In Access policy and Procedure
- Firewall Checklist
- Unique Identifier Policy and Procedure
- Security Incident

Note: All above policies can be found at the [CJIS Website](#), under the NCIC Security Policy Manual.

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.3
Subject Signal 100		Authored By: Modified from ND Sheriff's and Deputies Policies for ND State Radio

I. PURPOSE

The purpose of this document is to establish procedures for the activation of a Signal 100 within the State of North Dakota during situations defined within this document. The State of North Dakota Signal 100 plan will be administered by the North Dakota Sheriff's and Deputies Association.

This policy is intended as the procedures for Public Safety Answering Points (PSAP) in the State of North Dakota to assist Law Enforcement in the apprehension of criminals defined within the guidance of this document.

II. CRITERIA FOR ACTIVATING OF SIGNAL 100

A Signal 100 is the highest priority alert broadcast available.

- a. Signal 100 policies are designed for felonies involving violence with a weapon, or articulated threat or potential threat to human life.
- b. The decision to activate a Signal 100 should be based on all Signal 100 criteria being met and the ability to effectively implement the Signal 100 plan.

III. DEFINITIONS

Signal 100 – Surveillance

Signal 100A – Stop Vehicles at Random

Signal 100B – Roadblock – Stop all Vehicles

BOLO – “Be On the Look Out”

IV. AUTHORITY TO ACTIVATE

Who can activate a Signal 100:

- a. A Signal 100 will be activated by the County Sheriff, or the North Dakota Highway Patrol Regional Operation District Commanders, who will decide what counties will be activated to assist with the Signal 100.

- b. All Federal Law Enforcement Agencies
- c. U.S. Border Patrol can request Signal 100 assistance when assistance is requested during situations of heightened threat level and national border security.
- d. The North Dakota Fusion Center in conjunction with Federal, State, and Local Law Enforcement agencies can request activation in times of Homeland Security Issues.

A Signal 100 can be called off or downgraded to a “Be On the Look Out (BOLO)” by the local Sheriff or appointed Signal 100 Coordinator. The County Sheriff will make the final decision whether a Signal 100 will be activated within the jurisdiction, and when the Signal 100 will be discontinued within their jurisdiction.

V. PROCEDURES

A Signal 100 requires a cooperative effort to mobilize law enforcement units. The County Sheriff will establish who will be assigned to respond to locations within their county.

- a. A detailed description of incident along with vehicle and/or suspecting information must be provided
- b. The primary radio channel used for a Signal 100 will be State Radio Channel 2, with local PSAP’S Monitoring this channel.
- c. Notification to State Radio of a Signal 100 will come from the activating agency or the regional PSAP with authority from the activating agency.
- d. The activating agency or responsible PSAP must keep surrounding agencies informed of any changings to the situation.
- e. When Officers are notified of the request for a Signal 100 in their area they will go to their pre assigned location. Officers assigned to roving post, will patrol the area assigned by the Sheriff or the appointed Signal 100 coordinator for the incident.
- f. A command post for the incident should be established utilizing Unified Command under the Incident Command System (ICS). The command posts contact information should be relayed to all officers involved in the Signal 100. The command post is responsible to relay status reports to State Radio and/or Regional PSAP.

Note: **This policy was modified to fit the needs of local ND PSAPS prior to turning an event over to ND State Radio; who has its own policy.**

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.4
Subject IPAWS		Authored By: Jill Breuer, Richland and Mary Phillipi, RRRDC

I. Purpose

This SOG has been developed to facilitate the handling of the Integrated Public Alert and Warning System (IPAWS) notification requests through ND PSAP'S to other ND PSAP'S. The message provides the public with life-saving information quickly during an emergency.

II. Policy Statement

Federal, State, Territorial, Tribal, and local alerting authorities can use IPAWS and integrate located systems that use Common Alerting Protocol (CAP) standards with the IPAWs infrastructure. IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface. (Everbridge, CodeRED)

III. Requirements

ND PSAP's must have the following certifications in order to use IPAWS.

- IS-247A: IPAWS – Web based training through [FEMA.gov](https://www.fema.gov).
- Only agencies authorized to use IPAWS (COG Certified agencies may activate IPAWS.)

If the local entity is not a certified COG they must go through ND DES / ND State Radio.

IV. Usage

- When circumstances arise and the need for a public warning become necessary, the decision to send a message will ultimately be a matter of local judgement by the responsible agency.
- Local authorities are responsible for incidents that fall into four event codes:
 - EVI – Evacuate Immediately
 - SPW – Shelter in Place
 - CDW – Civil Danger Warning
 - CEM – Civil Emergency Message

(The use of the Civil Emergency Message event code will not trigger EAS. It is to be used to warn a small geographic area of a dangerous situation.)

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.5
Subject Amber Alert		Authored by: Modified by Jill Breuer, Richland County, information from NDSLIC Policies William Haas, Retired ND State Radio

I. Purpose

The purpose of this document is to set up minimum standards ND PSAP for the activation of an Amber Alert.

II. Criteria/Requirements

- The abduction involves a child or children 17 years of age or younger.
- Confirmation by local law enforcement of a family abduction in which the child is believed to be in grave danger of serious bodily harm or death.
- Descriptive information about the child, the abductor, and/or suspect's vehicle to assist with the safe recovery of the victim and/or the apprehension of the suspect.
- Is there enough information to believe an immediate broadcast alert will aid in locating the child, abductor and or suspect vehicle?

III. Instructions

In the event an Amber Alert must be activated you must:

- If the criteria for an Amber Alert have been met, the law enforcement agency requesting the Amber Alert should complete this form (see link below) and fax (701-328-9926) or email it to State Radio Communications (dessr@nd.gov), while at the same time calling State Radio at 701-328-9921 to request the alert.
- Photographs of the victim, suspect, and/or the suspect's vehicle involved should be sent as a JPEG by email to dessr@nd.gov.
- The request will be reviewed by the Bureau of Criminal Investigation. The Highway Patrol will authorize activation of the Amber Alert and dissemination of alert information to the media. State Radio will activate the Amber Alert on law enforcement radio and teletype.

Note: Amber Alert Forms can be found at <http://www.nd.gov/amber/files/docs/sfn53635.pdf>. Request for [Amber alert form](#).

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.6
Subject Blue Alert		Authored by: Modified by Jill Breuer, Richland County, information from NDSLIC Policies William Haas, Retired ND State Radio

I. Purpose

The purpose of this document is to set up minimum standards ND PSAP for the activation of a Blue Alert.

II. Criteria/Requirements

- An individual has threatened a law enforcement officer with a deadly weapon, has used a deadly weapon against a law enforcement officer, has caused a law enforcement officer to suffer bodily injury or death, or the officer has been abducted or is missing while on duty
- The individual has fled the scene of the offense and a description of the individual or the individual's vehicle is available for broadcast.
- The law enforcement agency investigating the offense has determined the individual poses a threat to the public or other law enforcement personnel; and
- Dissemination of available information to the public may help avert further harm or assist in apprehension of the suspect.

III. Instructions

In the event a Blue Alert must be activated you must:

- If the criteria for a Blue Alert have been met, the law enforcement agency requesting the Blue Alert should complete this form (see link below) and fax (701-328-9926) or email it to State Radio Communications (dessr@nd.gov), while at the same time calling State Radio at 701-328-9921 to request the alert.
- Photographs of the suspect, and/or the suspect's vehicle involved should be sent as a JPEG by email to dessr@nd.gov.
- The request will be reviewed by the Bureau of Criminal Investigation. The Highway Patrol will authorize activation of the Blue Alert and dissemination of alert information to the media. State Radio will activate the Blue Alert on law enforcement radio and teletype.

Note: Blue Alert form can be requested at www.nd.gov/publicalert Request for [Blue Alert](#) Form.

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.7
Subject Silver Alert		Authored by: Modified by Jill Breuer, Richland County, information from NDSLIC Policies William Haas, Retired ND State Radio

I. Purpose

The purpose of this document is to set up minimum standards ND PSAP for the activation of a Silver Alert.

II. Criteria/Requirements

- a. The missing person involves a disabled or vulnerable elderly adult who has been reported to law enforcement as missing.
- b. The missing person involves a minor who has developmental disabilities who has been reported to law enforcement as missing.
- c. There is descriptive information about the minor or adult and/or vehicle involved, to assist with the safe recovery of the person.
- d. There is enough usable information about the person and/or vehicle to believe an immediate broadcast will provide the public with descriptive information to help locate the person or vehicle.

III. Instructions

In the event a Silver Alert must be activated you must:

- a. If the criteria for a Silver Alert have been met, the law enforcement agency requesting the Silver Alert should complete this form (see link below) and fax (701-328-9926) or email it to State Radio Communications (dessr@nd.gov), while at the same time calling State Radio at 701-328-9921 to request the alert.
- b. Photographs of the suspect, and/or the suspect's vehicle involved should be sent as a JPEG by email to dessr@nd.gov.
- c. The request will be reviewed by the Bureau of Criminal Investigation. The Highway Patrol will authorize activation of the Silver Alert and dissemination of alert information to the media. State Radio will activate the Silver Alert on law enforcement radio and teletype.

Note: Silver Alert form can be requested at www.nd.gov/publicalert Request for [Silver Alert](#) Form.

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.8
Subject GIS / Addressing Standards		Authored by: Jason Horning, NDACo

GIS Data Requirements

For Enhanced and Next Generation 9-1-1

Version 1 – June 2nd 2015

The full document can be found at the ND 911 Association Website.

<https://www.northdakota911.com/resources>

Directive Type: 6.0 Operating Protocols	Effective Date June 1, 2018	Directive Number 6.9
Subject ND Century Code Requirements		Authored by: Jerry Bergquist, Emergency Services Communications Coordinating Committee (ESC3)

I. Policy Purpose

The purpose of this policy is to establish a set of standards and guidelines for all 9-1-1 jurisdictions to include the Public Safety Answering Points (PSAP's) in the State of North Dakota. These standards and guidelines are identified in North Dakota Century [Code 57-40.6-10](#).

II. Policy Statement

It shall be the policy of all ND PSAP'S to comply with the required set of standards and guidelines identified in North Dakota Century Code. These standards and guidelines should be considered as minimum requirements and that individual PSAP's may choose to implement additional requirements as long as the minimum standards and guidelines identified in Century Code are met.

III. Procedures

- PSAP Directors will ensure that the standards and guidelines identified in Century Code are successfully implemented.
- PSAP Directors will review the standards and guidelines after each session of the ND Legislature to identify and implement any possible changes or requirements.
- During every even numbered calendar year, the Emergency Services Communications Coordinating Committee (ESC3) (NDCC 57-40.6-12) will survey each PSAP in the State of North Dakota to determine its compliance with the standards and guidelines identified in ND Century Code. The Committee's findings will be compiled in a report and submitted to the ND Legislative Council.

Directive Type: 7.0 Definitions	Effective Date June 1, 2018	Directive Number 7.0
Subject Definitions		Authored by: Jill Breuer, Richland County; Jerry Bergquist, Stutsman County

9-1-1 Hang-up Call: Any in-coming 9-1-1 call which is disconnected by the calling party prior to the interview. Most are disconnected before the calling party has spoken to a Telecommunicator.

9-1-1 Open-line: A 9-1-1 call that has been answered by a Telecommunicator, but no response is being received from the caller. The difference between an Open line and a Hang-up call is that the telephone connection is still established between the calling party's location and the PSAP.

COG: Collaborative Operating Group

IPAWS: Integrated Public Alert and Warning System

National Crime Information Center (NCIC): A nationwide, computerized information system established to serve all criminal justice agencies on local, state and federal levels.

Public Safety Answering Point (PSAP): A communications facility or combination of facilities which first receives 9-1-1 calls from persons in a 9-1-1 service area and which, as appropriate, may directly dispatch public safety services or extend, transfer, or relay 9-1-1 calls to appropriate public safety agencies.

Telecommunicator: An individual whose primary full-time or part-time duties are receiving, processing, and transmitting public safety information received through an emergency services communication system.

Triple I: Interstate Identification Index, containing records based on arrest fingerprints submitted by arresting agencies within the state.